



2/10

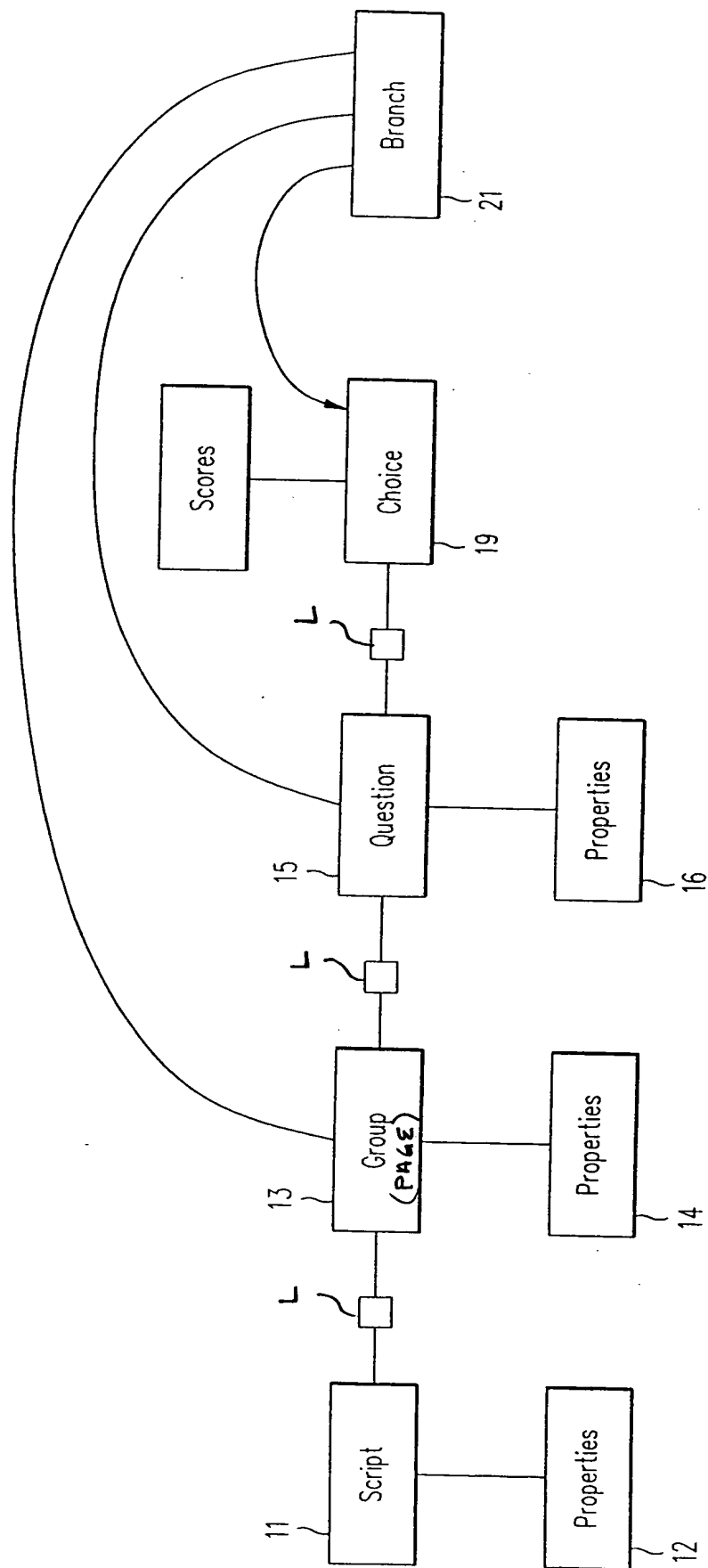
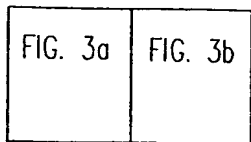
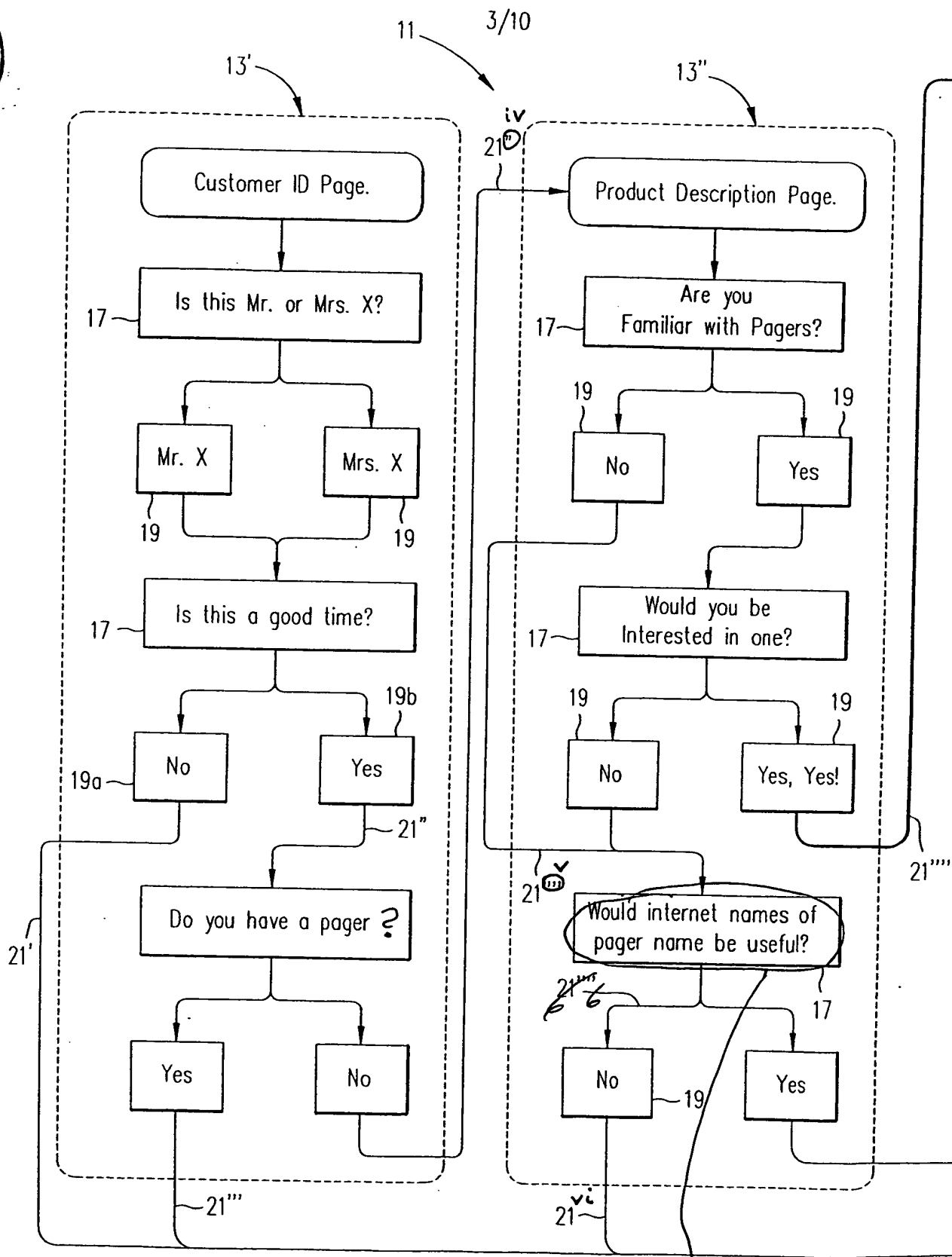


FIG. 2

Approved by examiner 9/10/02



Key To
FIG. 3

FIG. 3a

WOULD INSTANT NOTICE
OF NEWS ITEMS BE USEFUL?

Approved by Examiner Alan 12/30/02



CONVINCE

4/10

INFO

13^{iv}

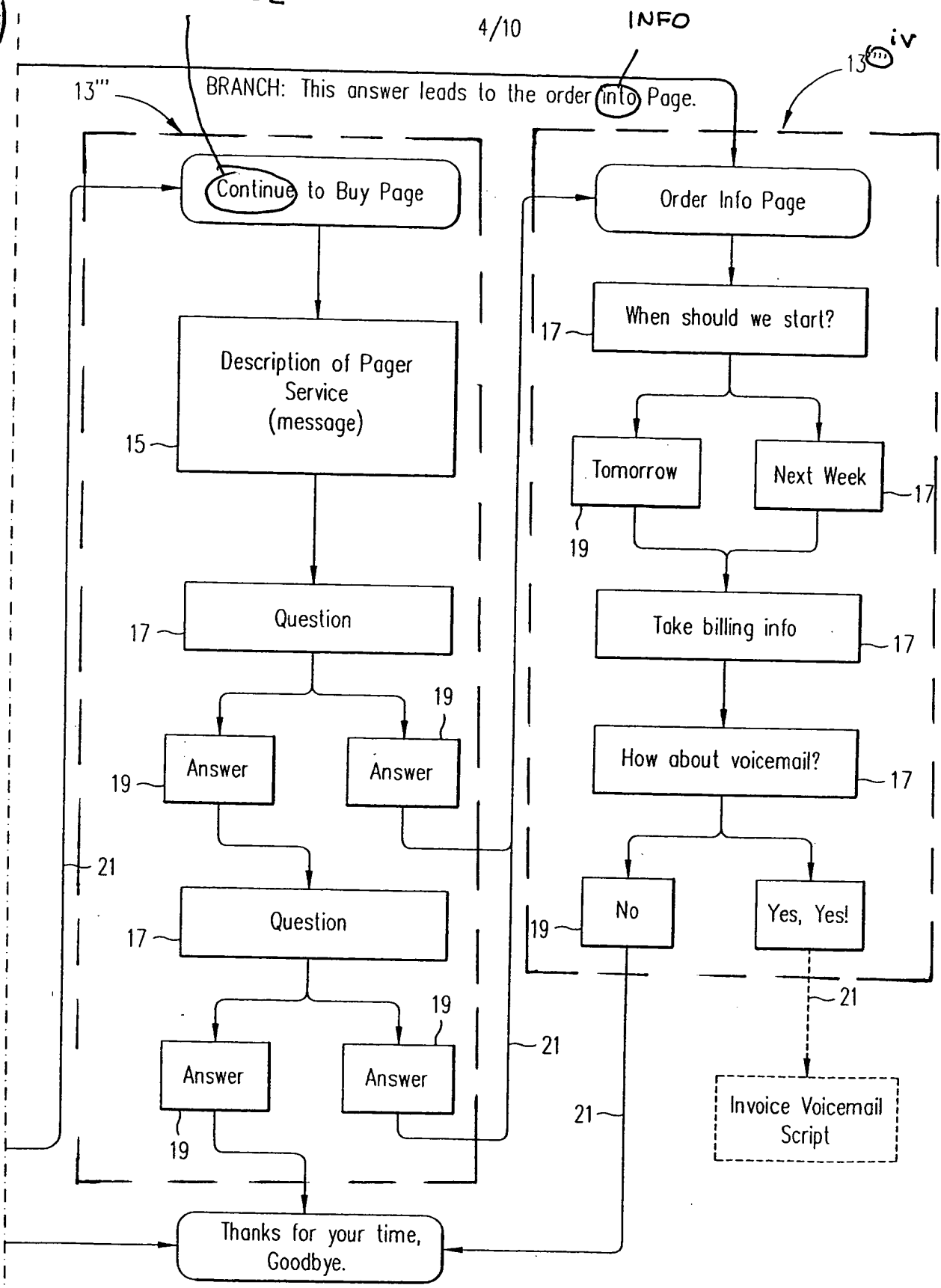


FIG. 3b

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7/10

61

	First Name	Last Name	<input type="text"/>
	Campaign Service		

Script playing area. 15

Thank you for calling Siebel systems. This is Tiffany, how can I help you today?

- o Need license key ~17
- o Need upgrade to Siebel 99 ~17
- Need assistance on new SmartScript ~17

How long have you been working with SmartScript? ~17

1 week	<input type="text"/>
--------	----------------------

19

Have you read the documentation? ~17

- o Yes
- o No

11

FIG. 6

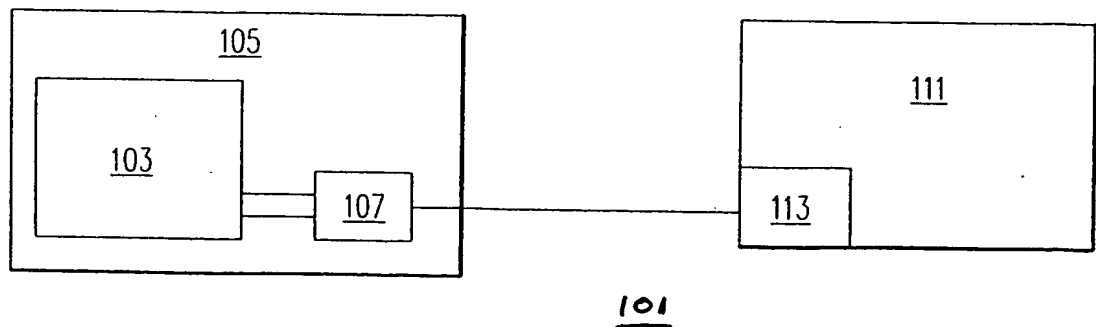


FIG. 10

Approved by examiner Allen 12/30/02

10/10